



Smart Fitness Scale

Model: ESF93 Series

User Manual

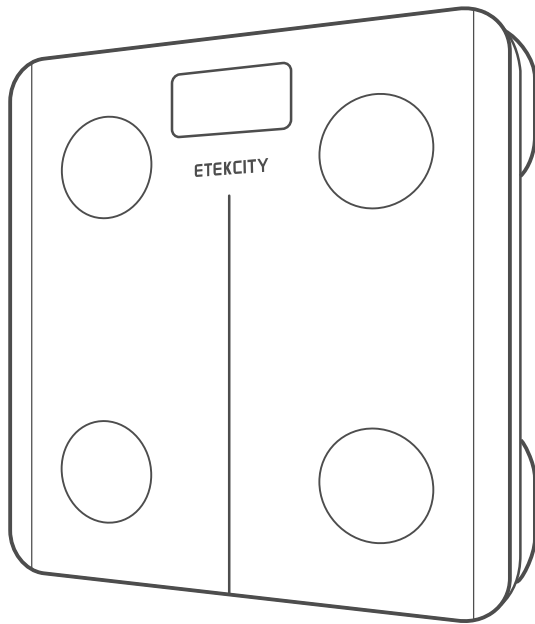


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Package Contents

- 1 x Smart Fitness Scale
- 1 x Micro-USB Charging Cable
- 1 x Quick Start Guide

Specifications

Input	DC 5V, 500mA
Weight Capacity	400 lb / 28 st / 180 kg
Increments	0.1 lb / 0.05 kg
Weight Units	lb / st / kg
Platform	Tempered Glass
Dimensions	11.8 x 11.8 x 0.9 in / 30 x 30 x 2.3 cm
Battery Type	1000mAh Li-ion Battery
Charging Time	3 hours
Auto-Off	30 seconds

Note: To access additional smart fitness scale functions, download the free VeSync app (see page 7).

READ AND SAVE THESE INSTRUCTIONS

Safety Information

Please read and follow all instructions and safety guidelines in this manual.

Medical

- This scale should not be used to diagnose or treat any medical condition.
- Scale data should not be used as a substitute for medical advice from a healthcare professional.
- This scale uses a harmless electrical current to measure body fat. Consult a healthcare professional before using the

smart scale if you use medical electronic equipment such as a pacemaker.

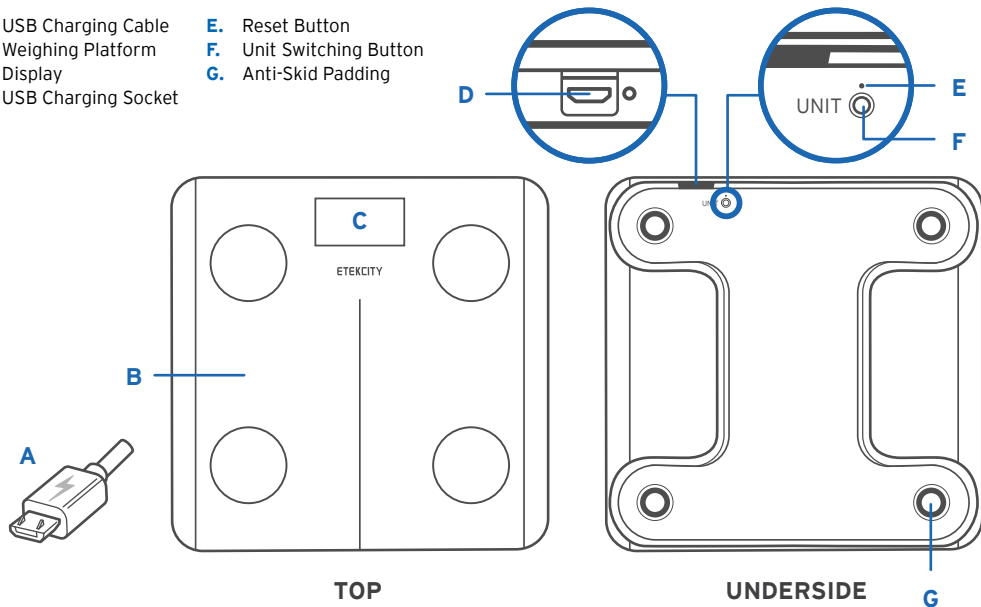
General Use

- Check the scale before using. **Do not** use the scale if it is damaged in any way.
- **Do not** strike or bang on the scale and **do not** use the scale if there is a crack on the glass. While tempered glass is stronger and fractures more safely than ordinary glass, it may shatter unexpectedly after developing a slight crack. If you see a crack, contact **Customer Support** (see page 20).
- The glass platform is slippery when wet. **Always** make sure the platform and your feet are dry before stepping on for measurement.
- Place the scale on a hard, flat surface to avoid tipping.

- To weigh safely and accurately, stand with your feet shoulder-width apart while on the scale. **Do not** stand on the edge of the scale or jump on the scale.
- Avoid standing on the scale for a long period of time, or when not weighing yourself.
- **Do not** overload the scale. Maximum weight capacity is 400 lb / 28 st / 180 kg.
- Keep the scale in a cool area with low humidity. Keep the scale away from heat sources, such as ovens or heaters. Avoid temperature fluctuations. Store the scale in a horizontal position, not vertical.
- **Do not** use while charging. Remove the charging cable before using.
- Handle with care.
- Not for commercial use. Household use **only**.

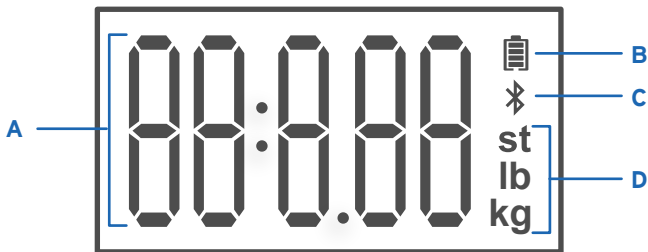
Function Diagram

- A. USB Charging Cable
- B. Weighing Platform
- C. Display
- D. USB Charging Socket
- E. Reset Button
- F. Unit Switching Button
- G. Anti-Skid Padding



Digital Display

- A. Weight Measurement
- B. Battery Life Indicator
- C. Bluetooth® Icon
- D. Weight Units



VeSync App Setup

Note: Due to app updates and improvements, the contents of this manual may change without notice. The VeSync app user interface may appear slightly different.

1. To download the VeSync app, scan the QR code or search "VeSync" in the Apple App Store® or Google Play Store.

Note:

- This scale uses the VeSync app, not the VeSyncFit app.
- For Android™ users, you may need to select **Allow** to use VeSync.

2. Open the VeSync app. If you already have an account, tap **Log In**. To create a new account, tap **Sign Up**.

Note: You must create your own VeSync account to use third-party services and products. These will not work with a guest account. With a VeSync account, you can also allow your family and friends to use your smart fitness scale.

3. Make sure the scale is fully charged.



4. Make sure to enable Bluetooth permission of the APP and turn on Bluetooth. For Android users, please allow the app to access nearby devices in your phone settings.

Note: If your Android phone system is lower than Android™ 12.0+, please authorize the location (GPS) permission of the VeSync app in your phone settings.

5. Tap **+** in the VeSync app and select your smart fitness scale.

Note: Make sure to choose the right device model (you can find it on the back of the scale), or it will lead to a connection failure.

6. Follow the in-app instructions to connect to your smart fitness scale.

Creating a User

If you are a new user, you will need to enter physical information before weighing yourself for the first time so the scale can calculate your body metrics. Follow the in-app instructions to create a user.

Note:

- *Entering inaccurate information will make the scale's measurements less accurate.*
- *If you don't identify with the available gender options, or are unsure, pick the option that you think best physically matches you. This choice is used for physical measurements, such as body fat percentages.*

Using the Smart Scale

Note:

- *Fully charge before first use.*
- *To see measurements besides weight, you must connect the scale to the VeSync app (see page 7).*
- *If you are pregnant, scale measurements will not be accurate.*
- *This scale is not recommended for children under the age of 10 because data may be inaccurate.*

1. Place the scale on a hard, flat surface (not a carpet or mat). [Figure 1.1]

Note: Placing on carpet may cause inaccurate measurements or tipping.




2. Step on the scale, then step off. Wait for the screen to display “” before using.
3. Place dry, bare feet on the scale’s conductive areas. Stand on the scale until the display flashes several times, showing your final measurement. [Figure 1.2] If your smart scale is connected to the VeSync app, additional results (such as BMI, body fat, etc) will show in the app.
4. If you want to measure the weight of your baby or pet, you can click the “” (Expand) button in the lower right corner of the home page and click the “” (Baby Mode) button to enter the baby measurement mode and measure according to the prompts. In baby mode, the APP will only measure weight and BMI.



Figure 1.1

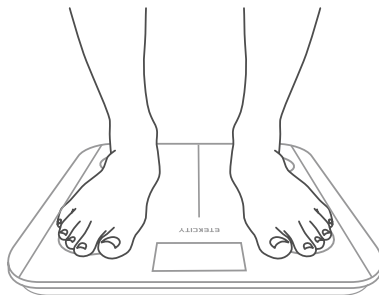
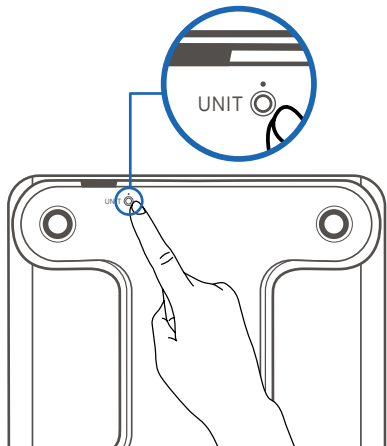


Figure 1.2

Switching Units

1. To change the unit of measurement (kg, lb, or st), step on the scale to turn it on. Then, turn the scale over and press the unit conversion button on the underside.[[Figure 2.1](#)]



[Figure 2.1](#)

2. You can also select the scale within the VeSync app, then go to the settings (⚙️). To keep the settings consistent, make sure the scale is connected to the VeSync app. [[Figure 2.2](#)]
3. The default unit is pounds (lb). After changing units, the scale will show the new unit of measurement.



[Figure 2.2](#)

Maintenance

Clearing the Scale

If the scale has been moved or flipped upside down, it must be cleared to ensure accurate results.

1. Place the scale on a hard, flat surface.
2. Step on the scale until digits appear on the display, then step off. [Figure 3.1]
3. The scale will show "00" when cleared. [Figure 3.2]

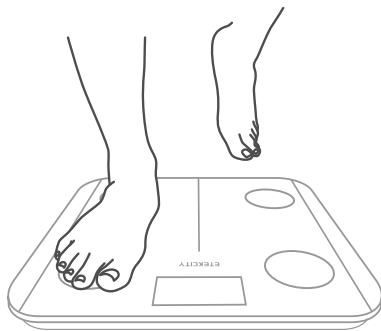


Figure 3.1


Cleaning the Scale

- Use a slightly damp cloth to clean the surface of the scale, followed by a soft, dry cloth to wipe away any remaining moisture.
- **Do not** use chemical or abrasive cleaning agents to clean the scale.





Figure 3.2

Charging the Battery

The display will show “” when the battery needs to be charged.

1. Insert the USB charging cable into the USB charging socket. [\[Figure 4.1\]](#)
2. Plug the USB charging cable into a DC 5V adapter and plug into an outlet. You can also plug the cable into a powered USB outlet. [\[Figure 4.1\]](#)

3. The bars in the battery symbol () will continuously fill as the scale charges. When charged, the  symbol will be filled.

Note:

- *Charging time is about 3 hours.*
- *For best results, fully charge your scale before using.*

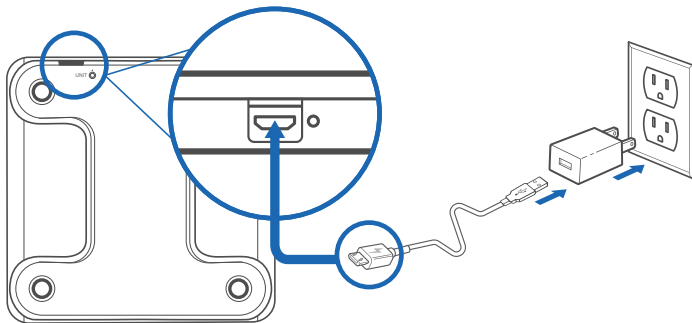


Figure 4.1

Display Messages

A 7-segment display showing the number '680' with an asterisk to the right of the zero.

Wireless Connection

A 7-segment display showing the number '680'.

No Wireless Connection

A 7-segment display showing the letters 'Lo'.

Change Battery

A 7-segment display showing the letters 'Err'.

Overload

A 7-segment display showing the left square bracket '['.

Clearing

Troubleshooting

1. The scale doesn't turn on.

- The scale may need to be charged. Plug it in and charge for 3 hours.

2. Nothing happens when I press the unit button.

- The scale may need to be reset. Use a safety pin or paper clip to press the "Reset" button on the underside of the scale.

3. Information flashes on the screen and then disappears.

- The battery is low and may need to be charged.

4. The smart scale doesn't connect with the VeSync app.

- Make sure your phone's operating system is running on iOS® 12.0+ or Android™ 6.0+.
- Close and relaunch the VeSync app. Make sure you're using the latest version.

- Make sure to enable Bluetooth permission of the APP and turn on Bluetooth. For Android users, please allow the app to access nearby devices in your phone settings.

Note: *If your Android phone system is lower than Android™ 12.0+, please authorize the location (GPS) permission of the VeSync app in your phone settings.*

- Make sure your scale and phone are within 30 ft / 10 m of each other.
- Make sure the scale is not currently connected to any other phone or app.
- Try turning off any VPN apps.
- The scale may need to be reset. Use a safety pin or paper clip to press the "Reset" button on the underside of the scale.
- Click "Disconnected" on the top of the weighing page to detect Bluetooth anomalies.

5. My scale will only measure my weight, or only my weight and BMI.

- Set up your smart scale in the VeSync app. Your weight will show on the scale display, and more results will show on the app.
- Make sure Bluetooth is turned on.
- If you're wearing shoes or socks, the scale cannot measure health metrics such as body fat. Step on the scale with bare feet.
- Make sure to place your feet on the scale's conductive areas. [Figure 5.1]
- If your feet are too dry or too wet, the biometrics may not be detected. Since skin can become very dry during winter, please also try to apply some lotion or have a foot soak when it cannot measure other measurement values.

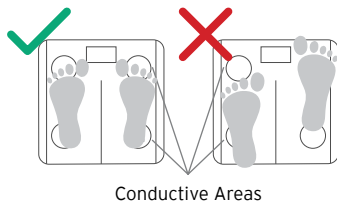


Figure 5.1

Note: Resetting the scale will fix many issues. To reset the scale, use a safety pin or paper clip to press the “Reset” button on the underside of the scale.

If you still need help, please contact **Customer Support** (see page 20).

Federal Communication Commission Interference Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. To maintain compliance with FCC RF exposure compliance requirements, please follow operation instructions as documented in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

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Warranty Information

Product Name	Smart Fitness Scale
Model	ESF93 Series
<i>For your own reference, we strongly recommend that you record your order ID and date of purchase.</i>	

Etekcify Limited Product Warranty

Register your products at <https://warranty.etekcity.com/warranty> to stay up to date with important product information such as product updates, limited warranties, usage and maintenance recommendations, and notifications concerning safety warnings or product recalls. Registration is not required to claim your limited warranty.

Two (2) Year Limited Consumer Product Warranty

Etekcify Corporation ("Etekcify") warrants that the product shall be free from defects in material and workmanship for a period of **2 years from the date of original purchase** ("Limited Warranty Period"), provided the product was used in accordance with its use and care instructions (e.g. in the intended environment and under normal circumstances).

Your Limited Warranty Benefits

During the Limited Warranty Period and subject to this limited Warranty Policy, Etekcify will, in its sole and exclusive discretion, either (i) refund the purchase price if the purchase was made directly from the online Etekcify store, (ii) repair any defects in material or workmanship, (iii) replace the product with another product of equal or greater value, or (iv) provide store credit in the amount of the purchase price.

Who is Covered?

This limited warranty extends only to the original consumer purchaser of the product and is not transferable to any subsequent owner of the product, regardless of whether the product transferred ownership during the specified term of the limited warranty. The original consumer purchaser must provide verification of the defect or malfunction and proof of the date of purchase to claim the Limited Warranty Benefits.

Be Aware of Unauthorized Dealers or Sellers.

This limited warranty does not extend to products purchased from unauthorized dealers or sellers. Etekcify's limited warranty only extends to products purchased from authorized dealers or sellers that are subject to Etekcify's quality controls and have agreed to follow its quality controls. Please be aware, products purchased from an unauthorized website or dealer may be counterfeit, used, defective, or may not be designed for use in your country. You can protect yourself and your products by making sure you only purchase from Etekcify or its authorized dealers.

If you have any questions about a specific seller, or if you think you may have purchased your product from an unauthorized seller, please contact our Customer Support via support@etekcity.com.

What's Not Covered?

- Normal wear and tear, including parts that might wear out over time (e.g. batteries, filters, cleaning brush, essential oil pads, etc.).
- If the proof-of-purchase has been altered in any way or is made illegible.
- If the model number, serial number or production date code on the product has been altered, removed or made illegible.
- If the product has been modified from its original condition.
- If the product has not been used in accordance with directions and instructions in the user manual.
- Damages caused by connecting peripherals, additional equipment or accessories other than those recommended in the user manual.
- Damages or defects caused by accident, abuse, misuse, or improper or inadequate maintenance.

- Damages or defects caused by service or repair of the product performed by an unauthorized service provider or by anyone other than Etekcitiy.
- Damages or defects occurring during commercial use, rental use, or any use for which the product is not intended.
- If the unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, fire, natural disaster, transportation, dishwasher, or water (unless the user manual expressly states that the product is dishwasher safe).
- Incidental and consequential damages.
- Damages or defects exceeding the cost of the product.

Claiming Your Limited Warranty Service in 5 Simple Steps:

1. Make sure your product is within the specified limited warranty period.
2. Make sure you have a copy of the invoice and order ID or proof-of-purchase.
3. Make sure you have your product. **DO NOT** dispose of your product before contacting us.
4. Contact our Customer Support team via support@etekcity.com.
5. Once our Customer Support team has approved your request, please return the product with a copy of the invoice and order ID.

Sole and Exclusive Remedy.

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CHANGES TO THIS POLICY

We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

This warranty is made by:

Etekcite Corporation
1202 N. Miller St., Suite A
Anaheim, CA 92806
USA

Customer Support

If you have any questions or concerns about your new product, please contact our helpful Customer Support Team.

Etekcite Corporation

1202 N. Miller St., Suite A
Anaheim, CA 92806
USA

Email: support@etekcity.com

Toll-Free: (855) 686-3835

Support Hours

Monday–Friday
9:00 am–5:00 pm PST/PDT

**Please have your invoice and order ID ready before contacting Customer Support.*

